

COUNTY OF LOS ANGELES - DEPARTMENT OF MENTAL HEALTH  
PROGRAM SUPPORT BUREAU

Departmental Quality Improvement Council Meeting

A G E N D A

January 9, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave., 2<sup>nd</sup> Floor Conference Room  
Los Angeles, CA 90020

Martha Drinan, RN, MN, CNS, Chair

Carol Eisen, M.D., Co-Chair

I	9:00 - 9:05	Introductions & Review of Minutes	QIC Members
II	9:05 – 9:45	SA QIC Reports & Countywide Children's QIC Report	SA QIC Chairs/ Co-Chairs
III	9:45 – 9:55	Cultural Competency Committee Report	S. Chang Ptasinski
IV	9:55 – 10:05	Clinical Issues – OMD Report	C. Eisen
V	10:05 – 10:15	PRO	S. Guerrero R. Jibri
VI	10:15 – 10:25	Performance Outcomes Survey Training - Data Collection & Submission	M. Drinan T. Beyer
VII	10:25 – 10:30	Online Provider Directory Updates	V. Joshi
		Announcements: Annual Statewide CalQIC Conference 3/21 - 3/23, 2012	

Next Meeting  
February 13, 2012  
9:00 – 10:30 a.m.  
550 S. Vermont Ave.  
2nd Floor Conference Room  
Los Angeles, CA 90020

**LOS ANGELES COUNTY – DEPARTMENT OF MENTAL HEALTH  
QUALITY IMPROVEMENT COUNCIL (QIC) Minutes**

<b>Type of Meeting</b>	<b>Departmental Quality Improvement Council</b>	<b>Date</b>	<b>January 9, 2012</b>
<b>Place</b>	<b>550 S. Vermont Ave., 2<sup>nd</sup> Floor</b>	<b>Start Time:</b>	<b>9:00 a.m.</b>
<b>Chairperson</b>	<b>Martha Drinan, RN, MN, CNS District Chief, QI Division</b>	<b>End Time:</b>	<b>10:30 a.m.</b>
<b>Co-Chair Person</b>	<b>Carol Eisen, M.D.</b>		
<b>Recorder:</b>	<b>Maria Gonzalez</b>		
<b>Members Present</b>	Alyssa Bray; Anahid Assatourian; Ann Lee; Cassandra Peterson; Claudia Fierro; Don Gonzales; Doris Benosa; Gassia Ekizian; Greg Tchakmakjian; Jeff Kohn; Jessica Wilkins; Kimberly Floyd; Kimber Salvaaggio; Kimberly Spears; Lisa Harvey; Lisha Singleton; Lupe Ayala; Marc Borkheim; Marcy Pullard; Maria Gonzalez; Margarita Villagrana; Mary Ann O'Donnell; Mary Williams; Melody Taylor; Michelle Rittel; Misty Aronoff; Monika Johnson; Sandra Chang Ptasinski; Sam Keo; Timothy Beyer; Vandana Joshi		
<b>WebEx Participants</b>			
<b>Excused/Absent Members</b>	Alex Medina; Angela Kahn; Bertrand Levesque; Carol Eisen; Cindy Ferguson; Emilia Ramos; Fang Xie; Julie Valdez; Kari Thompson; Kumar Menon; Leah Carroll; Leslie Shrager; Michelle Chiappone; Nina Johnson; Sylvia Guerrero		
<b>Agenda Item &amp; Presenter</b>	<b>Discussion and Findings</b>	<b>Decisions, Recommendations, Actions, &amp; Scheduled Tasks</b>	<b>Person Responsible &amp; Due Date</b>
<b>Call to Order &amp; Introductions</b>	The meeting was called to order at 9:00 a.m.	Introductions were made.	M. Drinan
<b>Review of Minutes</b>	The minutes were reviewed and approved.	Minutes were reviewed and approved with minor changes requested. Changes were made as requested.	QIC Membership

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>SA QIC Liaison Reports</b>	<b>SA 1:</b> Dark in December for the Holidays.	Next meeting: February 7, 2012. Miesha Worthey will present on HWLA.	K. Floyd
	<b>SA 2 Adult:</b> Dark in December for the Holidays.	Next meeting: January 19, 2012. Performance Outcomes Survey training will be held at next meeting.	K. Salvaggio
	<b>SA 2 Children:</b> Dark in December for the Holidays.	Next meeting: February 16, 2012.	M. Rittel
	<b>SA 3:</b> Dark in December. January meeting will be used for Survey Training and the next scheduled QIC will be Feb. 15, when there will be a presentation from ACCESS.	Next meeting: January 18, 2012.	M. Taylor
	<b>SA 4:</b> Dark in December. Dr. Anahid Assatourian announced she will no longer be the SA 4 Liaison. Also Alyssa Bray has decided to step down from the position of SA 4 QIC Chair after 3 years of service. Dr. Leticia Ximenez was introduced as the new SA 4 Liaison and SA 4 QIC Chair. Leah Carroll will continue to be the QIC Co-Chair unless others express interest in which case there will be an election at the February QIC meeting. Alyssa Bray will continue to attend as feasible.	Next meeting: January 17, 2012.	A. Bray
	<b>SA 5:</b> Dark in December for the Holidays.	Next meeting: January 10, 2012.	M. Johnson
	<b>SA 6:</b> Dark in December for the Holidays.	Next meeting: January 26, 2012.	K. Spears
	<b>SA 7:</b> The SA QIC Committee continues to work on drill down Demographics for SA 7. Also members reviewed QA bulletins and discussed HWLA.	Next meeting: January 10, 2012.	C. Peterson

Agenda Item & Presenter	Discussion & Findings	Decisions, Recommendations, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>SA QIC Liaison Reports Cont.</b>	<b>SA 8:</b> Dark in December. SA QIC members continue work on current QI project for warm and welcoming waiting rooms.	Next meeting: January 18, 2012.	A. Lee
<b>Countywide Children's</b>	Dark in December and January. Paul McIver will provide an update on AB3632 at next meeting. Yoko Sugihara will present on the EPSDT PIP and hospitalizations.	Next meeting: February 2, 2012	L. Singleton
<b>Cultural Competency Committee</b>	Currently working on two Policies: Bilingual Bonus and Language Interpreter for updates. Also we are reviewing the California Brief Multicultural Competency Scale.	Next meeting: January 11, 2012. 695 S. Vermont Ave., 15 <sup>th</sup> Floor at 1:30 p.m.	S. Chang Ptasinski
<b>Clinical Issues OMD Report</b>	Ms. O'Donnell provided an update of the Clinical Peer Review process that has been initiated. Also, she reported that she is currently working on the Consultation Parameters and detailing our role with Primary Care providers.	The Consultation Parameters are still in process. A draft should be ready by the end of this month.	M. Ann O'Donnell
<b>PRO</b>	Mr. Kohn introduced Mary Williams, newly appointed Director of the Patient's Rights Office. Mr. Kohn mentioned that the Change of Provider Request Quarterly Report was sent via e-mail to all SA's Liaisons and QI staff.	If you need additional information or need some assistance on NOA's please contact Patient's Rights Office at (213) 738 – 2716.	J. Kohn

Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>CAEQRO</b>  <b>Performance Outcomes Survey Training – Data Collection &amp; Submission</b>  <b>SA Provider Directories</b>	<p>Ms. Drinan announced APS/CAEQRO Site Review Visit for April 16, thru April 19, 2012. EQRO will select 2 Service Areas from SA's 2, 3, and 5. The focus will be on Integration/Innovation: Primary Care, Mental Health and COD.</p> <p>Ms. Drinan stated that Consumer Satisfaction Survey training for Service Areas will start on January 10, thru February 7, 2012 for the use of the 7-item County Performance Outcomes Survey. QID and UCLA will be conducting the trainings jointly.</p> <p>2011 Provider Directory is now posted on the QI Share Point and the PSBQI website for you to register user ID.</p>	<p>Training will be completed prior to the two week survey collection period planned for two weeks on February 13, to February 27, 2012.</p>	<p>M. Drinan</p> <p>M. Drinan T. Beyer M. Borkheim V. Joshi</p> <p>V. Joshi</p>
Agenda Item & Presenter	Discussion & Findings	Decision s, Recommendation s, Actions, & Scheduled Tasks	Person Responsible & Due Date
<b>Handouts</b>	➤ Service Area County Performance Outcomes Survey Training Schedule		
<b>Announcement</b>	Cal QIC Conference Save The Date: March 21 – 23, 2012		
<b>Next Meeting</b>	<p>February 13, 2012 9:00 a.m. – 10:30 a.m. 550 S. Vermont Ave. 2<sup>nd</sup> Floor Conference Room Los Angeles, CA 90020</p>		

Respectfully Submitted,

Martha Drinan, RN, MNS, CNS